

INFORMATIONAL LETTER NO. 2108-MC-FFS

DATE: February 24, 2020

TO: All Iowa Medicaid Providers

Applies To: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Quarterly Provider Training 2020: Quarter 2 - Mason City

EFFECTIVE: Upon Receipt

The IME will hold the second quarter provider training session in Mason City on Home- and Community-Based Services (HCBS) and Consumer Directed Attendant Care (CDAC) services. Quarterly training sessions are geared towards medical providers, but registration and attendance is open to anyone.

The IME requests providers to send: questions, issues, or information that you would like to have addressed at this quarterly training for HCBS and CDAC providers, by March 4, 2020 to IMEProviderOutreach@dhs.state.is.us.

Quarter 2 Session

Provider Type: HCBS and CDAC Services

Date: Monday, March 30, 2020

Location: North Iowa Area Community College at the Muse Conference Center
500 College Dr, Mason City, IA 50401

Times: Choose - AM session 9:00 a.m. – 11:00 a.m. OR PM session 1:00 p.m. – 3:00 p.m.

Training slides from the IME as well as from the Managed Care Organizations (MCOs) will be made available on the [DHS website](#)¹ prior to March 30, 2020.

The annual training sessions will continue to be held throughout the state and will target all provider types. All sessions, quarterly and annual, will include representatives from the IME and the MCOs.

¹ <https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration/PT-2020>

Upcoming Provider Training Sessions:

Quarter 3 Session (Annual Provider Training)

Provider Type: All

Locations: Cedar Rapids, Davenport, Des Moines, Dubuque, Sioux City, Waterloo

Dates: June 2020 (final dates to be announced)

Times: 9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.

Quarter 4 Session

Provider Type: Durable Medical Equipment (DME)

Date: September 2020 (final date to be announced)

Location: Council Bluffs

Times: 9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.

Registration Information:

The IME will use an online registration form to manage the training sessions. The online registration will simplify the sign-in process at each venue.

- If you are unable to complete and submit the online registration form, please contact the IME Provider Services Unit at 1-800-338-7909 and a representative will complete a form on your behalf.
- Please plan on attending the session you are registered for at the designated date and time. You will be notified immediately after submitting your online registration form if we are unable to accommodate your request. If you are unable to register because a session is fully booked, please review the schedule of sessions for a different location near your community.
- **Seating at all venues is limited, so please ensure all staff who are registered plan to attend.**
- Actual session end times may vary depending on attendance participation. The time frames provided are an estimate and we ask that you plan accordingly.
- There is no cost to attend these sessions

How to Register:

Please go to the [DHS website](#)² to complete the online Training Registration Form. If you are unable to attend one of the sessions, similar information will be made available on the DHS website after the conclusion of the scheduled trainings. A Frequently Asked Questions (FAQ) document will also be developed and made available on the DHS website.

For any questions, please contact the IME Provider Outreach Unit at 1-800-338-7909 or send an email to IMEProviderOutreach@dhs.state.ia.us.

² <https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration/PT-2020>